

Chapter 1: Introduction to Meridian IVR

Overview

This guide teaches you the basics of the Meridian Interactive Voice Response (IVR) system. It assumes that you have installed and started the Meridian IVR system.

Meridian IVR runs on an Intel-based application processor. The application processor runs SCO UNIX Open Desktop Light as its operating system. SCO UNIX provides a “windows” type of software that gives the Meridian IVR Development system interface its graphical look and feel.

This chapter describes the different accounts available on the Meridian IVR system and their basic features.

Meridian IVR systems

Meridian IVR has two types of systems: Development and Run-Time. The differences between these two systems are software-based since they both run on the same type of hardware. Both systems use graphical or icon-based software that allows you to do the following:

- Develop call flow applications (the Development system).
- Execute or run applications (the Run-Time system).

Note: The Run-Time system does not allow you to develop new applications.

At this point, you need to understand the differences between the Development and Run-Time systems. Both systems have essentially the same tool set, that is, the graphical desktop. You access the tools from the menu in the same way for both systems.

The Meridian IVR guides focus mainly on the Development system and illustrate how you access system tools from the desktop. The tools are arranged in the same order on both systems.

User accounts

Meridian IVR provides the following account structure:

- *root* (administrator)
- *admin* (administrator)
- *vad* (value-added developer)

The *admin* and *vad* accounts are used for system administration. The *root* account is used for maintenance and allows the administrator access to all resource privileges.

The following default passwords are provided for each account when a Meridian IVR system is installed.

Table 1-1
Default account passwords

Account	Default Password
admin	admin1
vad	vad1

Account privileges

Access to Meridian IVR tools depends on the type of privileges that these accounts have.

Table 1-2 shows the account privileges for the *admin* and *vad* user accounts. As illustrated in this table, the *vad* account has access to all Meridian IVR tools, but the *admin* account has access to only certain tools.

The Database Editor and the Voice Prompt Editor are optional on the Run-Time System. Therefore, access through the admin account depends on having these options.

Table 1-2
Meridian IVR account privileges

Tool	ACCOUNT	
	admin	vad
Change Password	✓	✓
UNIX Shell		✓
Meridian IVR GUI	✓	✓
Administration	✓	✓
MM Link Diagnostics	✓	✓
Database Editor	✓	✓
Application Editor		✓
Reports	✓	✓
Voice Prompt Editor	✓	✓
Backup and Restore	✓	✓
Console	✓ (limited)	✓

Once you have correctly set up and installed the Meridian IVR system, you can start the system. When you start the Meridian IVR system, the Meridian IVR software automatically starts and the login window appears (see [Figure 1-1](#)). You can now log on to the system.

Figure 1-1
Meridian IVR login window



Logging on and off Meridian IVR

Procedure 1-1 Logging on the system

- 1 Type the appropriate account (*vad* or *admin*) at the login prompt, and press <Enter>.
- 2 Type the correct password for your account (default *vad1* or *admin1*), and press <Enter>.

Note: When you turn off the application processor, you must first stop (shut down) all active (running) tools. Turning the application processor off will not log you out of active tools regardless of whether or not you have made changes.

Procedure 1-2 Logging off the system

- 1 With the pointer on the desktop, click the left mouse button and select Logout from the root background menu.

A dialogue box appears, asking you to confirm that you want to log off the system.

- 2 Click OK to log off, or Cancel if you do not want to log off.

Note: If you are logged on to the system and it goes down due to a power failure, for example, the system automatically logs you off and tells you that it will stop whatever applications are running. Click OK to log off.

Security features

Meridian IVR has several features to help ensure the security of the system.

Passwords

After you have logged on to the system for the first time, you should change the default password for each account.

Procedure 1-3 Changing your password

- 1 On the desktop, press the left mouse button to display the pull-down menu. Select the Change Password option.

The system prompts you to select 1 to choose a new password or 2 to have a new password created for you. If you select 2, the system creates a password for you. If you select 1, continue with the next step.

- 2 Enter your current password and press <Enter>.

Note: If you enter an invalid password for your account, the Change Password option quits and does not let you continue.

- 3 When the system accepts your current password, it asks you to enter a new password.

- 4 Enter your new password and press <Enter>.

Note: The new password must contain 6 to 32 characters with at least 2 alphanumeric characters and 1 numeric or special character. If you enter a new password that does not meet these conditions, the system does not accept it. It prompts you to enter another password.

The system prompts you to enter the new password again.

- 5 Enter your new password again and press <Enter>. If both new password entries match, the system accepts your new password.
- 6 Press <Enter> to exit from the Password Change screen.

The Meridian IVR autoboot feature

Once you have correctly set up the Meridian IVR system, the system automatically starts the Meridian IVR software and displays the Meridian IVR login screen.

In addition to the autoboot feature, Meridian IVR automatically starts specific applications when you start the system by invoking a special application script known as the `reboot.sai` file. The value-added developer or system administrator creates the `reboot.sai` file.

This script automatically loads applications, sets channels, and starts applications when you start the Meridian IVR system. This file becomes useful for initializing the application environment whenever

- the application module is initially booted
- the application module is rebooted following a power failure
- Meridian IVR recovers from a software failure

Initially, no `reboot.sai` file exists. This script file is created by using a text editor or the Meridian IVR Write a Script option. For more information, see the *Meridian IVR System Administration Guide* (NTP 555-9001-300).

Screen locking

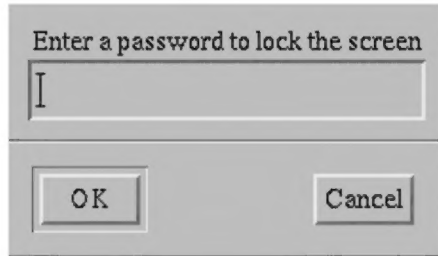
Meridian IVR allows you to lock your screen while you are away from your computer, preventing anyone from using your terminal.

Procedure 1-4 Locking and unlocking your screen

- 1 From the Meridian IVR Main Menu, click on the System Administration icon.
- 2 From the System Administration pull-down menu, select the Lock screen option.

Meridian IVR displays the window shown in [Figure 1-2](#).

Figure 1-2
Lock screen window



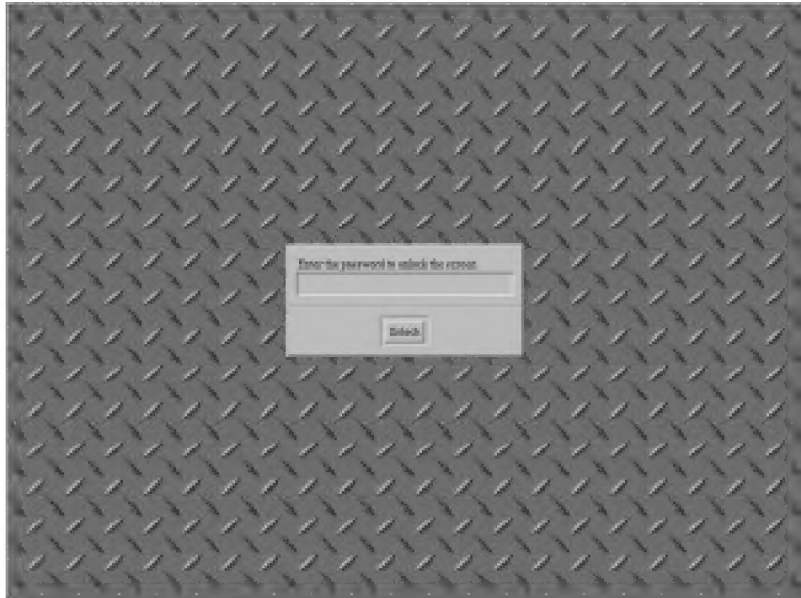
- 3 Click on the text entry box with the left mouse button, then type a password.

Note: Be sure that you remember the password that you enter because only this password will unlock your screen. Passwords are case-sensitive. You must remember if you entered your password in upper or lower case. If you forget the password, contact your Northern Telecom (Nortel) service representative.

- 4 Click on OK with the left mouse button to lock the screen. (To quit without locking the screen, click on Cancel).

Meridian IVR locks the screen (see [Figure 1-3](#)).

Figure 1-3
Locked screen



- 5 To unlock the screen, click on the text entry box with the left mouse button.
- 6 Type the Lock screen password.
- 7 Click on Unlock with the left mouse button.